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18 November 1957

MEMORANDUM FOR: Deputy Director (Plans)
Deputy Director (Support)
Deputy Director (Intelligence)
Intelligence Assistant Directors

SUBJECT : OCR Customer Relationships

OCR information facilities are in daily use by those members of your office who are engaged in research and operations work. To ensure that OCR services are responsive to your immediate as well as long range needs, and in the interest of improving customer relations, I have established a contact point in OCR to receive complaints and hear constructive suggestions for improving OCR services.

I have appointed Mr. [REDACTED], Staff Projects Officer in OCR's Liaison Division, to serve as this central point of reference. He will be glad to discuss all working level problems involving any aspect of OCR's central reference services. Your personnel are encouraged to contact him, not only to resolve any current difficulties, but also to enable us to take remedial action designed to avoid future mishaps.

Of course Mr. [REDACTED] and I are always available, and are particularly interested to discuss matters involving basic policy considerations.

Paul A. Borel
Assistant Director
Central Reference

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